GOVERNMENT OF INDIA
COMMUNICATIONS
LOK SABHA

UNSTARRED QUESTION NO:1040
ANSWERED ON:08.02.2017
Financial Position of Department of Post
Sahu Shri Lakhan Lal

Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether the Government has taken any remedial steps to strengthen the financial condition of the department of post;

(b) if so, the details thereof for the last three years and the current year;

(c) whether the Government proposes to increase the tariff of various postal items; and

(d) if so, the details thereof?

Answer

THE MINISTER OF STATE (IC) OF THE MINISTRY OF COMMUNICATIONS &
MINISTER OF STATE IN THE MINISTRY OF RAILWAYS
(SHRI MANOJ SINHA)

(a) Yes, Madam.

(b) The details of the financial position during the last three years and current year is as follows:
(Rs. in crore)
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Items/ Year 2013-14 2014-15 2015-16 2016-17
(Upto Dec.16) % Growth over 2013-14 % Growth over 2014-15
Net Exependiture
16203 17895 18947 17977 10.44 5.88
Total Revenue 10730 11636 12940 9307 8.44 11.20
Revenue Deficit 5473 6259 6007 8670 14.35 -4.02

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Revenue achieved upto December 2016 is tentative.

Major remedial steps taken by the Department to strengthen the financial condition of the Department are as under :

â€¢ The Parcel booking and handling facilities have been upgraded to cater to the increasing e Commerce market.
â€¢ Parcel handling capacity has been augmented by establishment of 57 integrated Parcel Processing Centers and mechanizing the pickup/delivery of parcels.
â€¢ Cash - on - Delivery facility especially for e-commerce companies has been provided as a value addition to the Speed Post and Express/Business Parcel.

â€¢ Online Track and Trace system for Speed Post has been strengthened. In addition to the website of the Department of Posts (www.indiapost.gov.in), the status of an article can also be tracked through an android and IOS based mobile application.
â€¢ The facility of Short Messaging Service (SMS) has been provided for giving the delivery status of an article.
â€¢ National Account facility has been introduced under Speed Post and Express/ Business Parcel for contractual customers.
â€¢ Provision has been made for packaging, shrink-wrap facilities, secure plastic seals at selected locations.
â€¢ Application Programme Interface (API) has been provided to the contractual customers for real time information.
â€¢ Same day/ next day delivery of e Commerce articles in select cities has been started.
â€¢ Railway tickets are being sold through post offices under an agreement signed with the Ministry of Railways. Presently this service is available in over 340 post offices across India.
â€¢ Around 70 Post Shoppes have been opened with total revenue generated around Rs. 60 lakhs.
â€¢ Government of India has introduced Sovereign Gold Bond scheme (SGB) in the Union Budget 2015-16. During the six tranches issued in last and current financial year, 96215 Sovereign Gold Bond applications for around Rs.80 crore were collected through Post Offices across the country.
â€¢ Department has started distribution of Gangajal sourced from Gangotri and Rishikesh through Post Offices as well as online through 'e Post Office'.
â€¢ Philatelic products are also sold online through 'e Post office'.
â€¢ Department of Posts in association with Ministry of Agriculture has started distribution of high yielding seeds and dissemination of information on new farm technologies to farmers through the village Post Offices in 14 states.

â€¢ Tie ups have been made with Railway Recruitment Boards, CBSE and various universities/institutions etc for collection of their examination fee through Post Offices.
â€¢ In order to extend passport services to our citizens on a larger scale and to ensure wider area coverage, the Ministry of External Affairs (MEA) and the Department of Posts (DOP) have now agreed to utilize the Head Post Offices (HPO) in the various States as Post Office Passport Seva Kendra (POPSK) for delivering passport related services to the citizens. The pilot projects for this joint venture between MEA and DOP has commenced from 25th January, 2017 at Metagalli Post Office, Mysore in Karnataka and at Dahod Head Post Office in Gujarat.
â€¢ Revamping of marketing and incentive structure of Postal Life Insurance (PLI) / Rural Postal Life Insurance (RPLI) sales force.
â€¢ Training of Postal Life Insurance (PLI) / Rural Postal Life Insurance (RPLI) sales force to improve their skills.
â€¢ Improvement of after sales service of Postal Life Insurance (PLI) / Rural Postal Life Insurance (RPLI) by way of constant monitoring and redressal of public grievances.
â€¢ Technology induction leading to customer friendly initiatives such as premium due alerts etc.
In sum, all these above initiatives would go a long way to fetch more business and generate more revenue.

(c) & (d) The revision of rates of postal products is an ongoing exercise and carried out from time to time to improve the revenue of the Department of Posts.
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